



## A Newsletter for the Customers of The Delaware County Bank and Trust Company

# The Bank To Unveil New Web Banking Program on December 9!

The Delaware County Bank and Trust Company has continually strived to provide the products and technology our customers desire. The Bank is pleased to announce we are replacing our software for WebDCB, The Bank's internet banking program.

The new WebDCB will provide many enhancements including:

- Ability to reset passwords
- Integrated Electronic Statements
- Improved check and statement images
- Single sign-on for WebDCB and Bill Pay

Business users will also have:

- Enhanced ACH origination
- Introducing Wire Transfer Capabilities
- Expanded Tax Payments
- Greater User Management and Administration

The existing internet banking service will be discontinued at the close of business on December 8, and the new system is scheduled to go live on Tuesday, December 9, 2009. The conversion will also require all ACH or Bill Payment transactions scheduled for December 8 or later to be re-entered into the new system.

To access the new WebDCB, simply go to [www.webdcb.com](http://www.webdcb.com) and click on Account Access. On the Account Access page, click on the WebDCB logo.

Account Access



Existing WebDCB customers will use their existing Login ID. The first time you login to the new WebDCB, you will be asked to create a new password.

### Important WebDCB Information

- The existing internet banking service will be discontinued at the close of business on December 8, and the new system is scheduled to go live on Tuesday, December 9, 2009.
- All Transfer, Bill Payment or ACH transactions scheduled for December 8 or later need to be re-entered into the new system.
- Your new WebDCB Secure Access Code will be sent to you by either phone or e-mail. To ensure a smooth transition, please verify your e-mail address and phone numbers found in the "Other Services" tab of the current WebDCB program prior to November 30.
- A majority of your current bill payment information (payees, addresses, account information) is expected to transfer to the new system. However, to be prudent, we suggest that you print out a copy of your payee information prior to December 8.
- Commercial users should verify users and their "user rights" upon the completion of the conversion.
- Due to the conversion, we will not be activating new WebDCB enrollments between December 1 - December 9, 2009.

New Menu!

# AccessDCB

24 Hour telephone account access  
(800) 631-0322

- Press 1 - For Account Information and Transactions
  - Press 1 - For Account Inquiry and Funds Transfer
    - Press 1 - To login with your Checking or Money Market Account
    - Press 2 - To login with your Savings Account
    - Press 3 - To login with your Loan Account
    - Press 4 - To login with your Certificate of Deposit or IRA Account
    - Press 5 - To login with an Individual Log-In
    - Press 8 - To return to the previous menu
    - Press 9 - To repeat this menu
    - Press 0 - To speak to a Customer Care Representative during normal business hours
  - Press 1 - For Checking/Money Market Accounts
    - Press 1 - For balance information
    - Press 2 - For your most recent withdrawal transactions
    - Press 3 - For your most recent deposit transactions
    - Press 5 - To inquire on a specific transaction
      - Press 1 - To inquire by check number
      - Press 2 - To inquire by amount
      - Press 3 - To inquire by date
    - Press 6 - For interest information
  - Press 2 - For Savings accounts
    - Press 1 - For balance information
    - Press 2 - For your most recent withdrawal transactions
    - Press 3 - For your most recent deposit transactions
    - Press 5 - To inquire on a specific transaction
      - Press 1 - To inquire by amount
      - Press 2 - To inquire by date
    - Press 6 - For interest information
  - Press 3 - For your Loan Account
    - Press 1 - For balance information
    - Press 2 - For your last payment date
    - Press 3 - For your payment information
    - Press 4 - For interest information
  - Press 4 - For your Time Deposit or IRA
    - Press 1 - For balance information
    - Press 2 - For the last interest paid
    - Press 3 - For next interest payment date
    - Press 4 - For the maturity date
    - Press 5 - For Interest Information
  - Press 5 - To transfer funds or make a payment
  - Press 6 - To change your security code
  - Press 8 - To return to the previous menu
  - Press 9 - To repeat this menu
  - Press 0 - To speak to a Customer Care Rep during normal business hours
- Press 2 - To Establish Funds Transfers
- Press 3 - For Instructions on How to Use This System
- Press 8 - To return to the previous menu
- Press 9 - To repeat this menu
- Press 0 - To speak to a Customer Care Representative during normal business hours
- Press 3 - For Branch and ATM Locations
- Press 4 - To report a lost or stolen Credit Card
- Press 5 - To report a lost or stolen Debit or ATM Card
- Press 8 - For a Corporate Directory
- Press 0 - For the Customer Care Center

## Not A Current WebDCB User?



Retail customers can contact a WebDCB Customer Care Representative at (740) 657-7200.

Commercial customers can contact the Treasury Management Division at (740) 657-7468

### Have questions regarding the WebDCB conversion?

**WebDCB Customer Care Representatives  
(740) 657-7200 or [inforequest@dcb-t.com](mailto:inforequest@dcb-t.com)**

**Online help will be available on WebDCB starting December 1!**

The Delaware County Bank and Trust Company is pleased to bring to our customers a new WebDCB experience. With the new WebDCB, you can access your accounts anywhere with a personal computer 24 hours a day!

- Take a Test Drive
  - [Personal Internet Banking](#)
  - [Business Internet Banking](#)
  - [Bill Payment](#)
- [FAQ](#)
- User Guides
  - Retail
  - Commercial
- Forms
  - Transfer Forms
  - [On-line Banking Agreement](#)
  - Fee Schedule
- Quickbooks
  - [Windows](#)
  - [Mac](#)
- Quicken
  - [Windows](#)
  - [Mac](#)

